



GADE VALLEY PRIMARY SCHOOL

Parent and Visitor Behaviour Policy

Purpose

Gade Valley Primary School values close links with parents, carers, and the wider community. Pupils thrive when there is a positive, respectful partnership between home and school.

The vast majority of parents, carers, and visitors support the school and work constructively with staff. Occasionally, issues arise that require discussion between parents and staff. These conversations must always be conducted calmly and respectfully. Aggression, abuse, or threatening behaviour towards staff, pupils, or other members of the school community will not be tolerated.

Our Expectations

All members of the school community have the right to work and learn in a safe environment. We expect parents, carers, and visitors to:

- Treat staff, pupils, and other members of the community with respect.
- Communicate concerns calmly and reasonably.
- Use the school's official channels (meetings, phone calls, emails) appropriately.

Examples of Unacceptable Behaviour

Unacceptable behaviour includes, but is not limited to:

- Verbal intimidation, shouting, or swearing, in person, by phone, or via digital communication.
- Persistent or harassing emails, phone calls, or meetings despite the school's efforts to resolve an issue.
- Sending emails outside of reasonable hours (e.g., late at night or on weekends) expecting immediate responses.
- Publishing abusive, damaging or inappropriate content about the school, staff, or pupils on social media or other platforms.
- Any form of physical contact or physical intimidation.
- Behaviour that exposes pupils to aggression or intimidation.

Such behaviour may result in reporting to the police.

Access to School Premises

Parents, carers, and visitors are normally granted a "limited licence" to access school grounds and buildings. The Headteacher may restrict or withdraw this access if behaviour raises safety concerns. Measures may include:

- Meeting with the individual to address the behaviour.
- Writing to the individual to explain the impact of their conduct.
- Placing conditions on school access.
- Issuing a warning of a possible ban if behaviour continues.
- Temporarily or permanently banning the individual from school premises, with or without review.

Procedure for Dealing with Unacceptable Behaviour

- 1) Resolution Attempt: The Headteacher or senior staff will seek to resolve the issue through discussion and the school's complaints procedure.
- 2) Ban Implementation: If unacceptable behaviour persists or for a serious breach, the Headteacher may ban the parent/visitor from the premises.
- 3) Notification: The banned individual will receive a written notice explaining the ban, its duration, and consequences of breach (e.g., police involvement).
- 4) Police Involvement: Where physical assault or serious threats occur, the incident will be reported to the police.
- 5) Governors Notified: The Chair of Governors will be informed of the ban.
- 6) Pupil Arrangements: Any necessary arrangements for meetings, drop-offs, or collections will be clarified.
- 7) Communication Arrangements: Alternative methods for communication with the school will be established, such as email correspondence through designated staff or scheduled phone meetings, to ensure ongoing updates about the pupil while maintaining safety and respect.

Our school is a safe place to learn and work. Respectful behaviour from everyone is expected at all times.